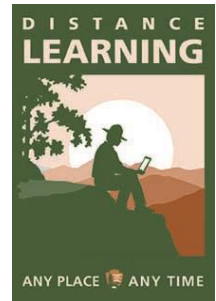


Creating CLP Knowledge Park Library Objects

Site Content Creators (SCCs) and Site Content Approvers (SCAs)



- Creating Knowledge Park Library Objects

Delivered November 2015

For more information, please contact Enterprise Knowledge, LLC
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- Creating Knowledge Park Library Objects

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Purpose

The purpose of this document is to provide instructions for Site Content Creators (SCC) and Site Content Approvers (SCA) who are creating or editing Knowledge Park Library Objects on the Common Learning Portal (CLP) website. This document will provide:

- Instructions clarifying how to create and edit content
- Standardization of content creation processes to ensure the site content is consistent, high value, and appropriate.

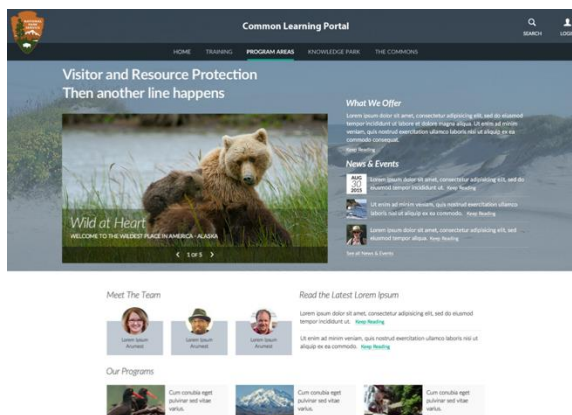
Roles

User Roles

Roles available to help content teams manage the content on their landing pages are the Site Content Creator (SCC) and Site Content Approver (SCA). While it is ideal for content teams to utilize both roles in order to prevent content bottlenecks and better manage workload, for some content teams, one user may manage all of the team's workflow from the SCA role.

Role descriptions as they pertain to authoring Knowledge Park Library Objects:

- **Site Content Creator (SCC)** - When authoring Knowledge Park Library Objects, site content creators will create and edit new library objects. Users in this role will be primarily responsible for writing the body text (following the formatting guidelines below), creating initial tagging, and uploading any accompanying documents, as appropriate.
- **Site Content Approver (SCA)** - When authoring Knowledge Park Library Objects, site content approvers will review the draft library objects created by the site content creators. Users in this role will be primarily responsible for reviewing, editing, reviewing and fixing tags, and publishing the content, as well as uploading any accompanying documents or other attachments.



Content Teams

Site Content Creators and Site Content Approvers are assigned to Content Teams by:

- Program Area (for example, Cultural Resources)
- Region (for example, Northeast Region)
- Training Center Location (for example, Stephen T. Mather Training Center)

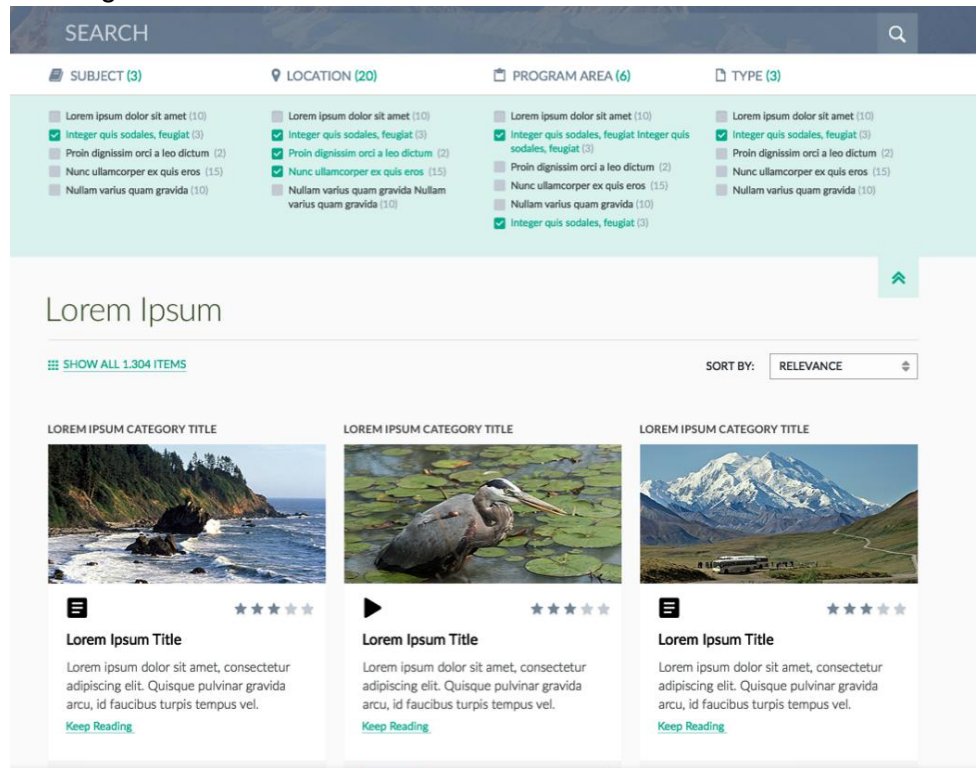
- Creating Knowledge Park Library Objects

The CLP contains a unique landing page for each program area, region, and training center location. The content on those pages is managed by the corresponding content team.

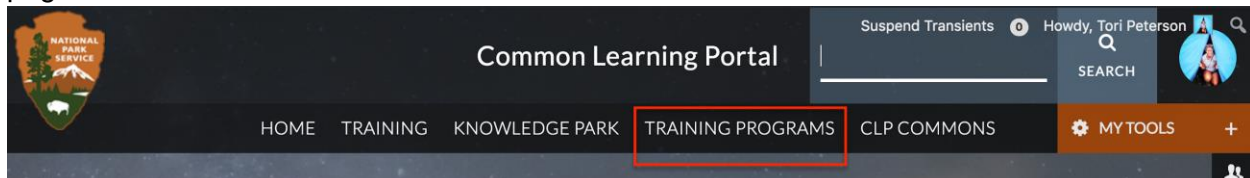
- Creating Knowledge Park Library Objects

What is a Knowledge Park Library Object?

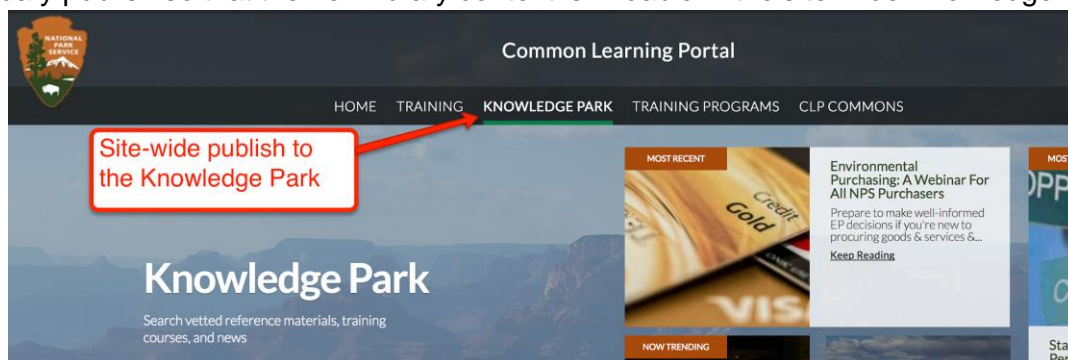
The Knowledge Park is a filterable listing of vetted [informal learning resources](#) published in the Common Learning Portal.



Site Content Approvers (SCAs), will publish these vetted resources on your program's landing page.



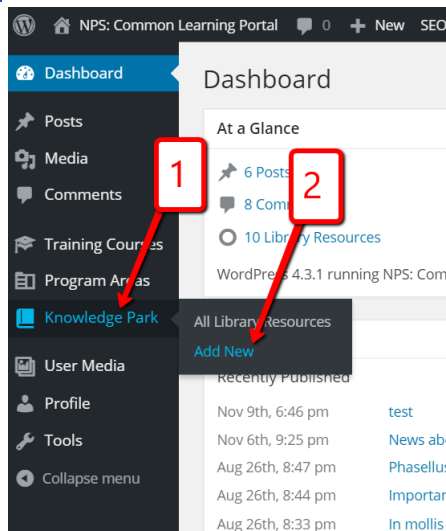
Once you publish a new Knowledge Park library object, a Master Content Approver will receive a system generated notification, review your new *Knowledge Park library object*, and perform a secondary publish so that the new library content is findable in the site-wide Knowledge Park.



Technical User Documentation

Steps for SCCs and SCAs

To create a new Knowledge Park Library Object, navigate to *Knowledge Park/Add New* in your WordPress [Dashboard Screen](#).



Enter the *Title* at the top of the form.

A screenshot of the 'Edit Library Resource' form. At the top, there's a header with 'Edit Library Resource' and an 'Add New' button. Below it, a message states 'Library Resource draft updated. [Preview library resource](#)'. The main form area has a text input field labeled 'Title of the Knowledge Park Library Object'. Below the title field, there's a 'Permalink' section showing a URL and buttons for 'Edit', 'View Library Resource', and 'Get Shortlink'.

In the right column, select the Resource Type (the type of Knowledge Park Library Object) you will be creating.

A screenshot of the 'Resource Type' selection dropdown menu. The menu is open, showing a list of resource types with radio buttons next to them. The selected option is 'Guidelines and Best Practices', which has a blue dot in its radio button. The other options are 'Articles', 'Career Guidance', 'Laws, Regulations, and Policies', 'Manuals (How-To's)', 'News and Announcements', 'Templates', 'Training', and 'Websites'.

NOTE: Never select [News and Announcements](#) or [Training](#). Those resource types are authored by a separate process - see related documents.

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Once you've classified your Knowledge Park Library Object by resource type, you're ready to write the *Description*. For more details on how to format the content you enter in this field, see [Formatting Guidelines](#) below.

If you'd like the author of the Knowledge Park item to be displayed to users, enter information into the two *Content Authorship Information* fields.

- Content Authorship Information

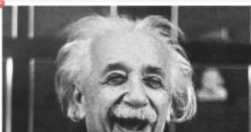
Author's Name

Name of person who authored the content outside of this site.

Author Avatar

Choose Avatar

Please upload a .png, .jpg, or .gif image that is at least 100 pixels high and 100 pixels wide. For best appearance ensure the image is as high as it is wide, e.g.: 150 x 150.



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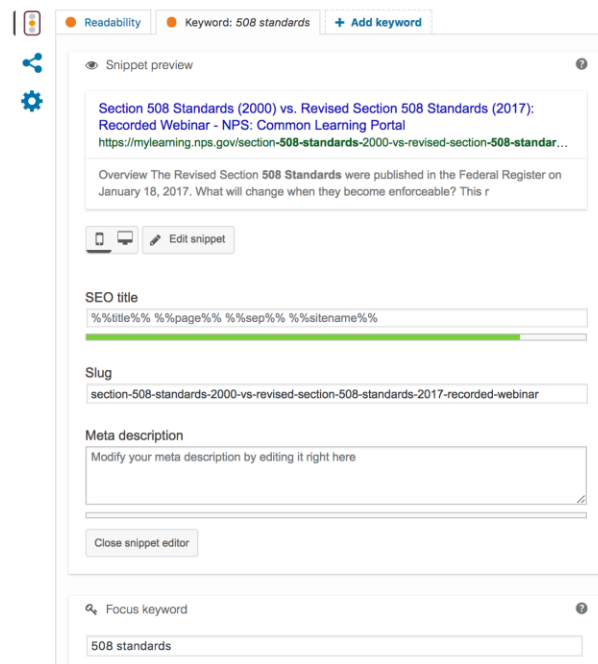
- Creating Knowledge Park Library Objects



If you leave those author fields blank, nothing will display in that space at the top of the published Knowledge Park Library Object.



Update the SEO title and Metadata in the *Yoast SEO widget*. For more information, review the [SEO Guidelines](#).

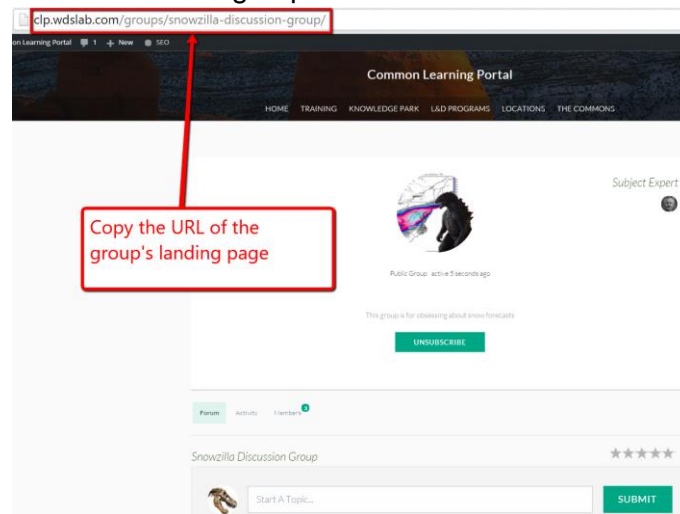


Ask an Expert

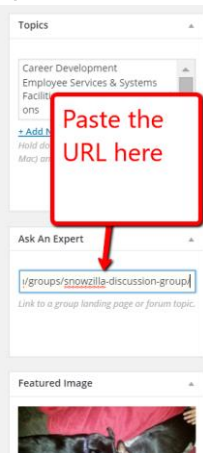
If there is a group in the Commons in which this content would be meaningfully discussed, you can create a direct link from the content to that group using the Ask an Expert Feature.

- Creating Knowledge Park Library Objects

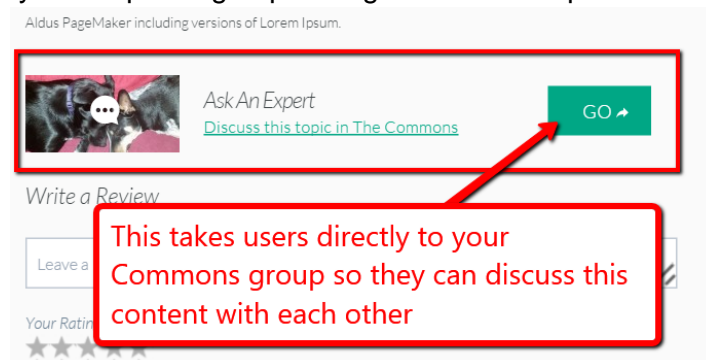
1. Copy the URL of the Commons group in which users can discuss this content.



2. Paste the URL into the Ask an Expert field in the content.



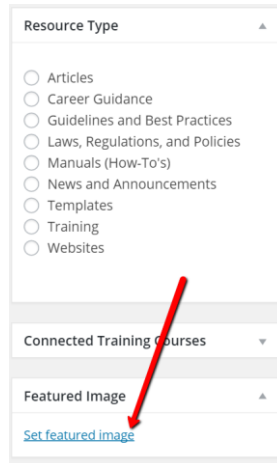
3. When the content is published, there will be an Ask an Expert link on the page. Users can click the link and will be taken directly to the group. NOTE: To avoid user confusion, only link to public groups using the Ask an Expert feature.



Featured Image

At the bottom right corner, set the *Featured Image* for this Knowledge Park Library Object (See [Image Guidelines](#) for more details).

- Creating Knowledge Park Library Objects




Upload the Hero Background Image for this Knowledge Park Library Object. The Hero Background Image should be the same as the Featured Image, but you will crop it differently. (See [Image Guidelines](#) for more details).

Hero Background

Add or Upload File


Recommended image size is ~1400-1900px wide and at least 440px high. If no





If you have not done so yet, save and preview your draft using the **Publish** widget at the top of the right column.

Publish

Preview

 Status: Draft [Edit](#)

 Publish immediately [Edit](#)

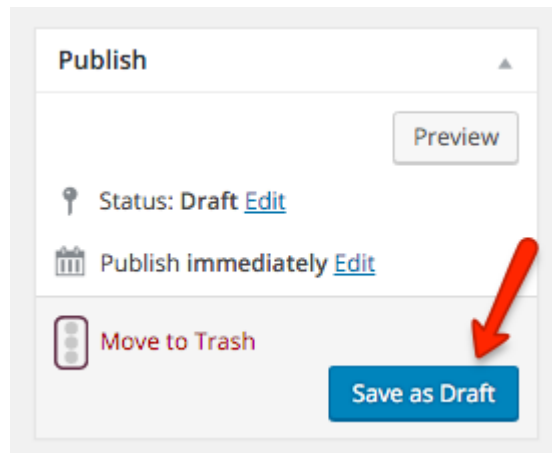
 Move to Trash

Save as Draft

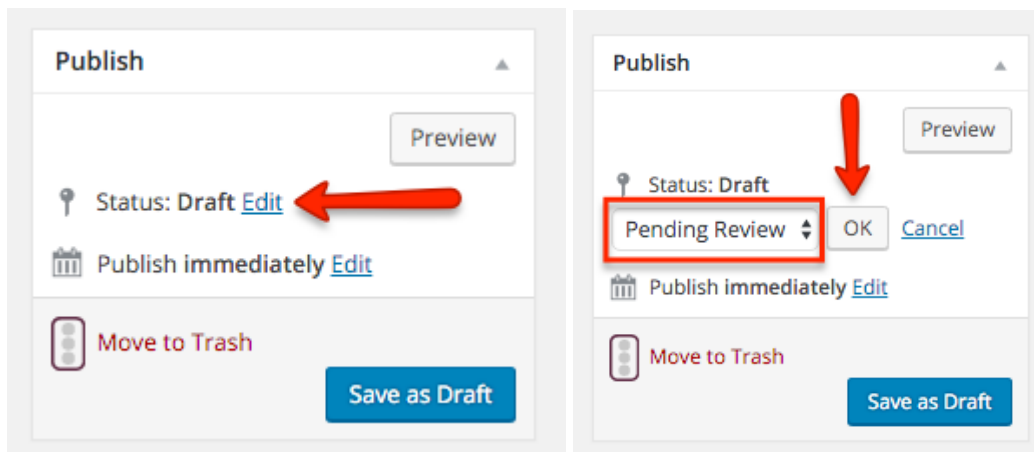
- Creating Knowledge Park Library Objects

Save & Submit for Review

You can save your draft as often as you'd like (before submitting it for review) by clicking the *Save as Draft* button.

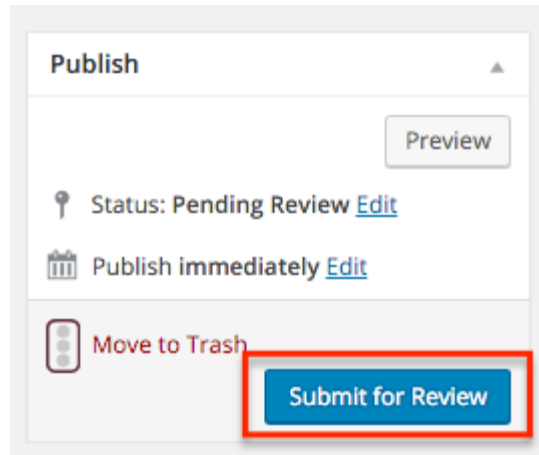


Once you are satisfied with your draft, click the [Edit](#) button and select the *Pending Review* option in the drop down list and click ok.



The status will change from *Draft* to *Pending Review*. Once the *Pending Review* status has been selected, click the *Submit for Review* button to send a notification to your content team's Site Content Approver. The person in this role will review, tag, and publish the content.

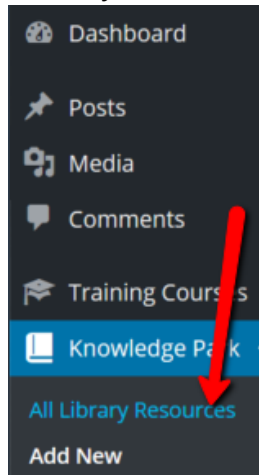
- Creating Knowledge Park Library Objects



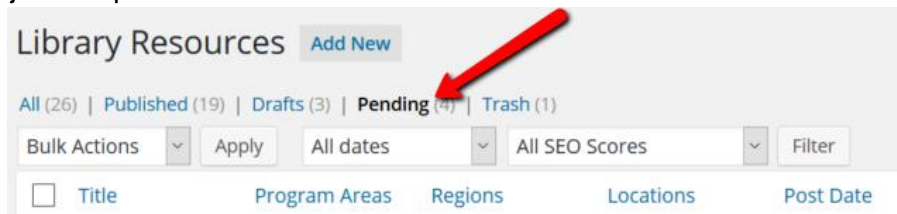
NOTE: Once you click the *Submit for Review* button, the *Save Draft* button will disappear because technically the content has been handed off to another team member. You can still save updates, however, by clicking the Submit for Review button again.

Additional steps for SCAs

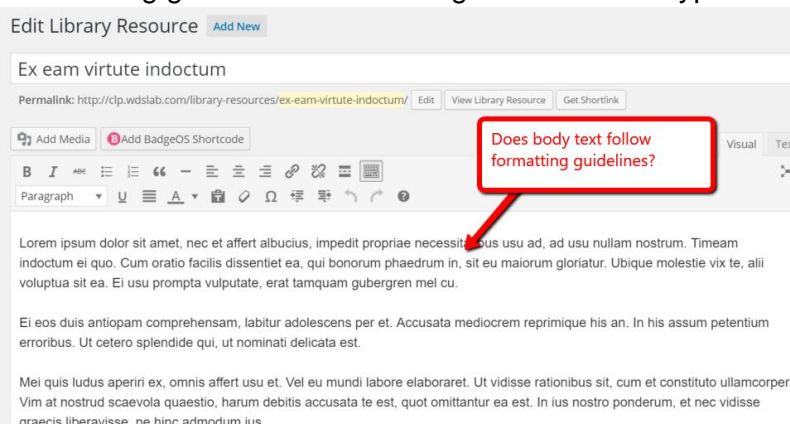
After your SCC has created *Knowledge Park Library Objects* and clicked the *Submit for Review* button, Site Content Approvers complete a few more steps and then publish the new content. First, navigate to *Knowledge Park > All Library Resources* in the Dashboard.



This will open a list of library objects. Click the *Pending* text link at the top of the list to see a filtered list of only those library objects that are awaiting review by your content team. NOTE: The number next to the word drafts is the total number of draft library objects currently on the CLP, but you will only see those library objects which are assigned to your content team in the list (you may see fewer library objects in your list than the number indicates). Click on the title of any library object to open and edit it.

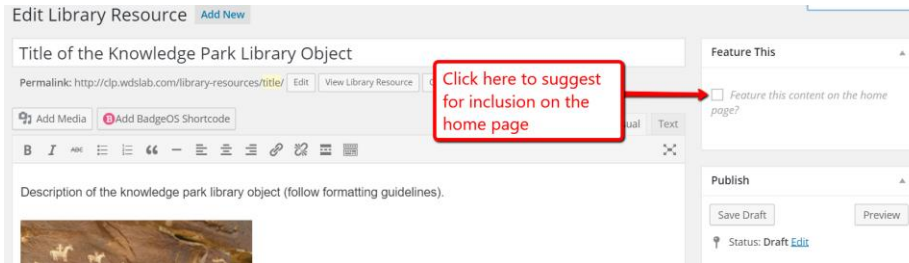


First, review the work of the SCC. Is the title accurate and descriptive? Does the body text correctly follow the formatting guidelines for the designated resource type?



If this is an important or high profile library object, check the *Feature This* checkbox for this library object.

- Creating Knowledge Park Library Objects



Edit Library Resource [Add New](#)

Title of the Knowledge Park Library Object

Permalink: <http://clp.wdslab.com/library-resources/title/> [Edit](#) [View Library Resource](#)

[Add Media](#) [Add BadgeOS Shortcode](#)

Feature This

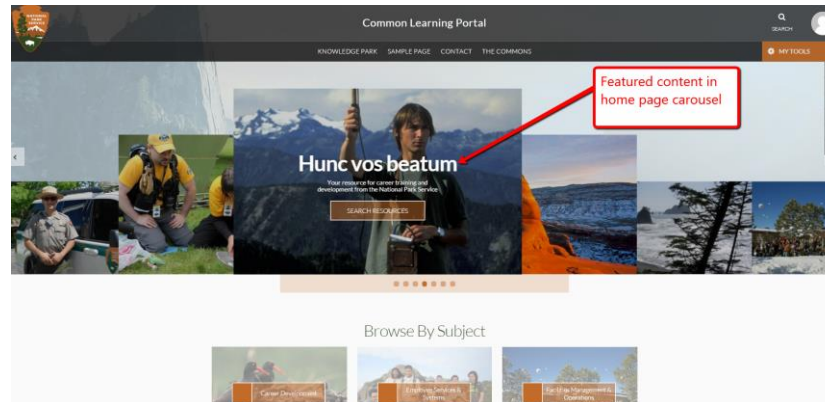
☐ Feature this content on the home page?

Publish

[Save Draft](#) [Preview](#)

Status: Draft [Edit](#)

This will alert the Master Content Approver to review this library object for inclusion on the Home Page.



Tag the library object to any *Topics* to which it is relevant.



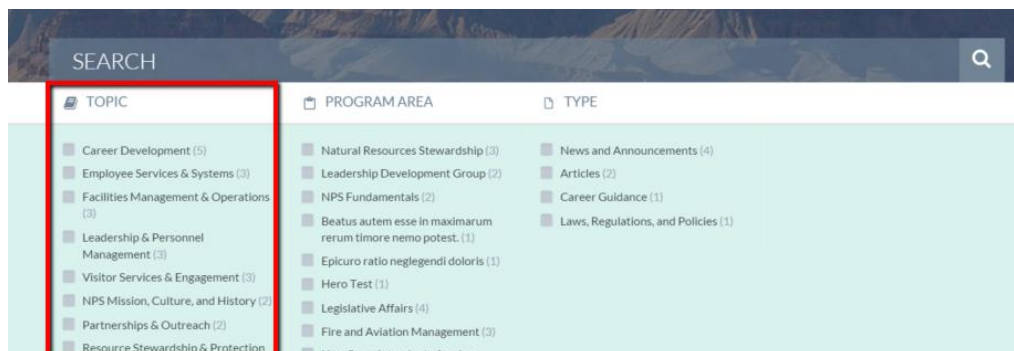
Topics

- Career Development
- Employee Services & Systems**
- Facilities Management & Operations
- Leadership & Personnel Management
- NPS Mission, Culture, and History
- Partnerships & Outreach
- Resource Stewardship & Protection
- Safety & Law Enforcement
- Visitor Services & Engagement

[+ Add New Topic](#)

Hold down CTRL (on Windows) or CMD (on Mac) and click to select multiple options.

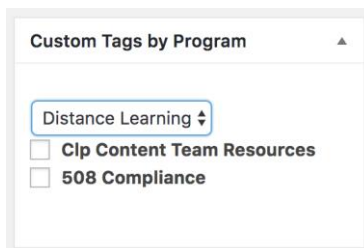
This information will allow for faceted search on the CLP website.



If your program area, region, or training center has created *custom tags* for your content, tag the Knowledge Park Library Object as appropriate here. NOTE: These tags will be unique to each content team so yours will not look exactly like the image.

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- Creating Knowledge Park Library Objects



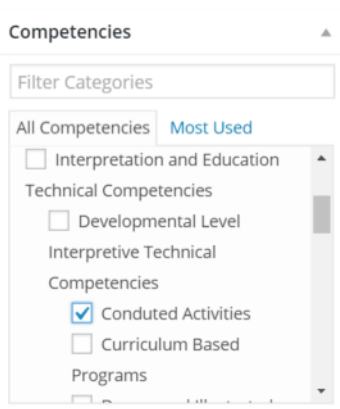
Custom Tags by Program

Distance Learning ▾

☐ Clip Content Team Resources

☐ 508 Compliance

If this Knowledge Park Library Object is related to any of your program area's competencies, tag it to the related competency.



Competencies

Filter Categories

All Competencies Most Used

☐ Interpretation and Education

Technical Competencies

☐ Developmental Level

Interpretive Technical

Competencies

☒ Conducted Activities

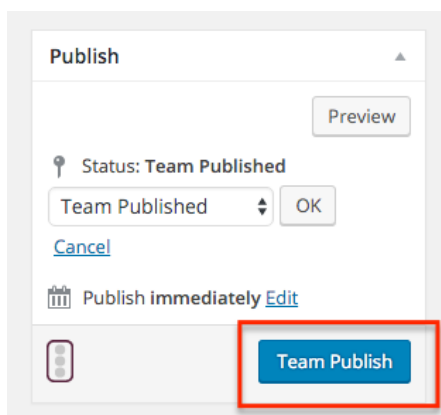
☐ Curriculum Based

Programs

Use the Publish widget to set the privacy settings for this Knowledge Park Library Object.

- **Team Published:** Anyone can see this Knowledge Park Library Object once it's published
- **NPS Team Published:** Only users who are logged in with an NPS account can see this Knowledge Park Library Object once it's published

After editing and previewing the Training Course, click the *Team Publish* button at the bottom of the widget.




Publish


Preview

🔑 Status: Team Published

Team Published ▾ OK

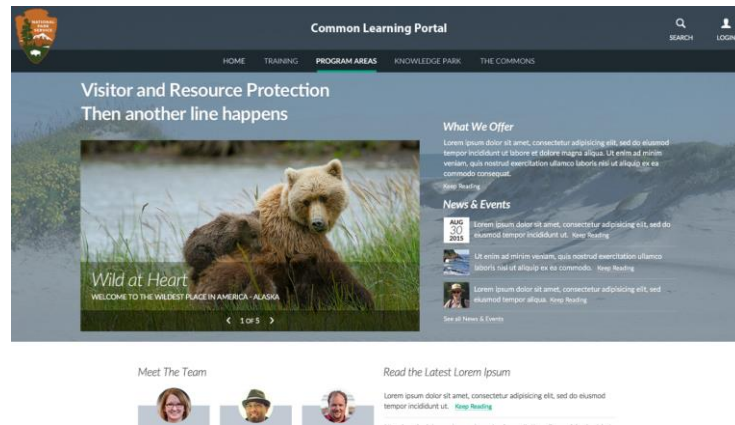
[Cancel](#)

 Publish immediately [Edit](#)

 **Team Publish**

After Publish by the SCA, the Knowledge Park Library Objects will be available only on that SCA's program landing page. A secondary publish is required by the Master Content Approver before the Knowledge Park Library Object is available in the Knowledge Park.

- Creating Knowledge Park Library Objects



Formatting Guidelines

In addition to the Technical User Documentation found above, Formatting Guidelines provide standardization specifically for the content entered in the Description field to improve user experience by reducing cognitive load as users become familiar with standardized formatting and scanning becomes easier on the site.

Search Engine Optimization (SEO) will also be improved through the use of standardized headers. Search Engines give heavier weight to text which is found in headers, so placing meaningful keywords in headers improves search results.

In addition to standard header styles, bulleted text and short, scannable sentences should be used whenever possible. Additionally, in line with NPS style, active voice should be used in a friendly, informative tone. Overly academic, wordy language should be avoided. As a general rule, be descriptive without being exhaustive, particularly when it comes to library objects that involve attachments containing further information. For further guidelines on optimizing digital content, see the [NPS CLP Digital Content Style Guidelines](#).

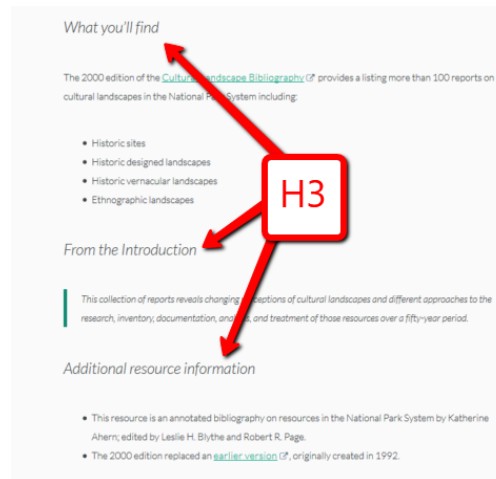
Unique formatting guidelines are provided for each Knowledge Park resource type below.

Resource Type
<input type="radio"/> Articles
<input type="radio"/> Career Guidance
<input type="radio"/> Guidelines and Best Practices
<input type="radio"/> Laws, Regulations, and Policies
<input type="radio"/> Manuals (How-To's)
<input type="radio"/> News and Announcements
<input type="radio"/> Templates
<input type="radio"/> Training
<input type="radio"/> Websites
+ Add New Resource Type

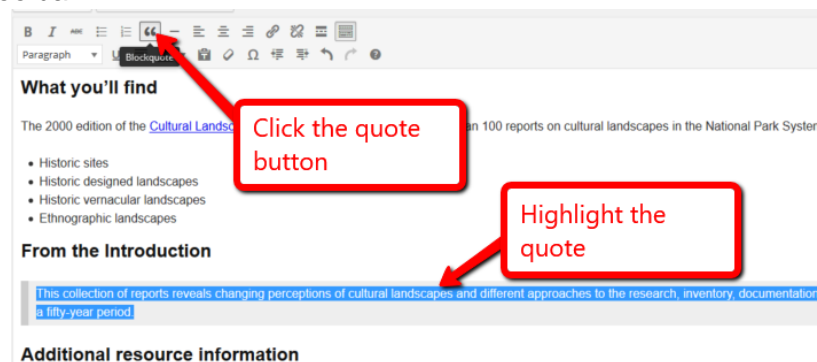
- Creating Knowledge Park Library Objects

Articles

All Articles should have four standard headers.



- **Overview**
 - Header in H3 Style
 - Content following header: A short summary of the article or learning resource. Attention should be paid to items of particular interest to the intended audience including *what the audience will learn* by reviewing this article. Use the overview to provide context - *why* is this article or learning resource included in your curated list?
- **From the _____**
 - Header in H3 Style
 - The only variable header - fill in the blank with a description word that indicates from where the relevant quote was obtained.
 - Content following header: A quote from the resource with a blockquote style. To apply the blockquote style, highlight the quote and then click the quote button in the toolbar.



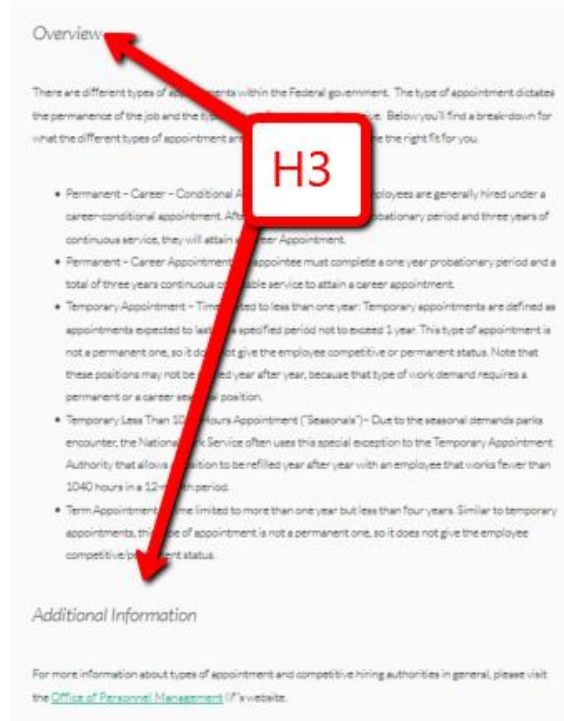
- **Additional information**
 - H3 Style
 - Content following header: Additional information which should be shared about the resource. May not be as audience focused as the information found under the *What you'll find* header.
- **Reflection**

- Creating Knowledge Park Library Objects
 - o H3 Style
 - o Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

- Creating Knowledge Park Library Objects

Career Guidance

All Career Guidance Library objects should have two standard headers.

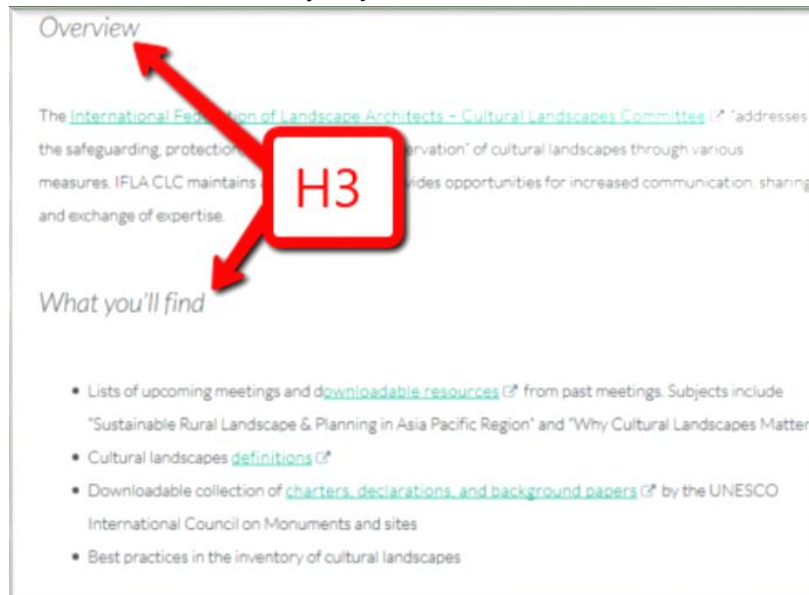


- **Overview**
 - H3 Header style
 - Content following header: Summary of the Career Guidance resource and/or key definitions of the program. What will this program or career guidance document help the audience to achieve?
- **Additional Information**
 - Optional header
 - H3 Header style
 - Content following header: How to apply, relevant program/resource links
- **Reflection**
 - H3 Style
 - Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

- Creating Knowledge Park Library Objects

Guidelines and Best Practices

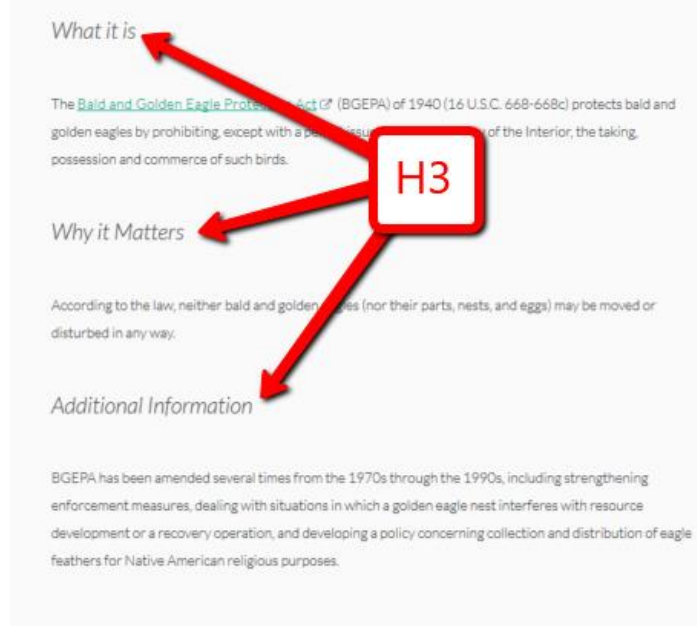
All *Guidelines and Best Practices* Library objects should have two standard headers.



- **Overview**
 - H3 Header style
 - Content following header: Summary of the Guideline/Best Practice document including authoring body and purpose of the document. Links out to the document.
- **What you'll find**
 - H3 Header style
 - Content following header: Specific information which the user will find when they click on the links - often a bulleted list.
- **Reflection**
 - H3 Style
 - Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

Laws, Regulations, and Policies

All *Laws, Regulations, and Policies* Library objects should have three standard headers.

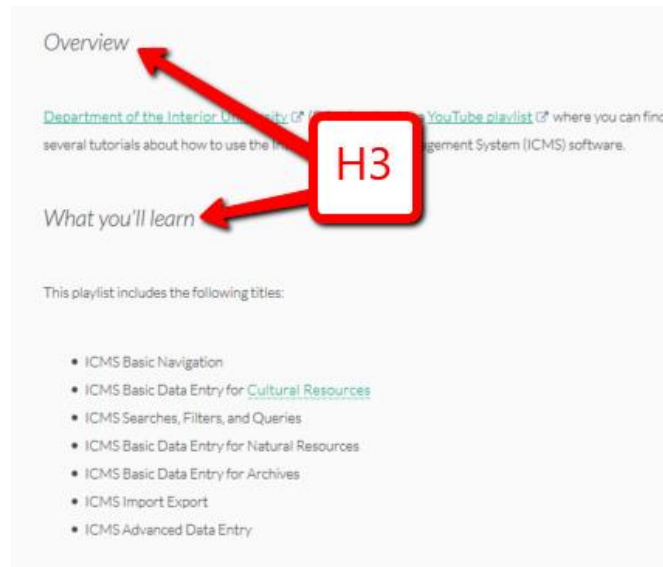


- **What it is**
 - H3 Header Style
 - Content following header: A short description of the law, regulation, or policy. A link to the policy document as it lives on the [NPS Office of Policy](#) page on nps.gov.
- **Why it matters**
 - H3 Header Style
 - Content following header: An explanation of why it matters *to this audience* (think about why it would matter to NPS employees)
- **Additional information**
 - Optional header
 - H3 Header Style
 - Content following header: Any additional information which should be conveyed which does not fit under the two standard headers.
- **Reflection**
 - H3 Style
 - Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

- Creating Knowledge Park Library Objects

Manuals (How-To's)

All manuals/how-to's should have two standard headers.



- **Overview:**
 - H3 Header Style
 - Content following header: General overview of the manual including the organization/person who created it and the goals/objectives/intentions behind providing the resource.
- **What you'll learn:**
 - H3 Header Style
 - Content following header: Learning objectives or learning outcomes associated with following the manual.
- **Reflection:**
 - H3 Style
 - Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

- Creating Knowledge Park Library Objects

News

News is a unique content type in the CLP. See the related document, [Creating News Articles for SCCs and SCAs](#) for further instructions.

- Creating Knowledge Park Library Objects

Templates/Worksheets

All templates should have two standard headers.

Overview

Use this [worksheet](#) to think through the steps of creating an interpretive program or product about climate change. This worksheet, along with many other resources and references, is part of the [Interpreting Climate Change Self-study Modules](#).

H3

Benefits

This worksheet amends and hones your ideas as you work through the steps so that by the end of the practice experience, you have a useful plan.

- **Overview:**
 - H3 Header Style
 - Content following header: General overview of the template or worksheet including the organization/person who created it and the goals behind providing the resource. In what context should this template or worksheet be used? By whom should it be used?
- **Benefits:**
 - H3 Header Style
 - Content following header: Program objectives or outcomes associated with utilizing the template or worksheet.
- **Reflection:**
 - H3 Style
 - Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

- Creating Knowledge Park Library Objects

Training

Training events are a unique content type in the CLP. See the related document, [Creating Training Events for SCCs and SCAs](#) for further instructions. However, if a training event is an unscheduled course that is offered sometimes but not currently, use this resource type. Please note: *This is only for course events which exist but are currently unscheduled.*

All *Training* Library objects should have two headers.

- **Overview:**
 - H3 Header style
 - Content following header: Summary/description of the training, including training content sponsor/author and any other important information about the training course.
- **Objectives:**
 - H3 Header style
 - Content following header: Add the objectives for this course in the form of a bulleted list.

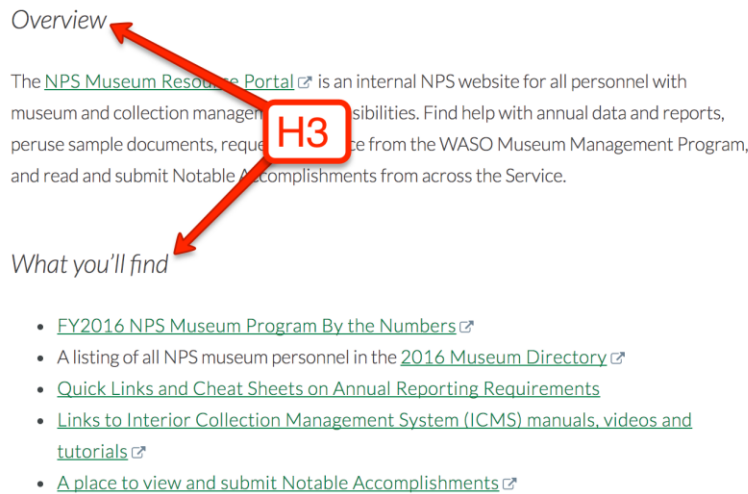
Reflection:

- H3 Style
- Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.

- Creating Knowledge Park Library Objects

Websites

All *Websites* Library objects should have two standard headers.



- **Overview:**
 - H3 Header style
 - Content following header: Summary of the website's purpose including web content sponsor/author body and key features of the website. Links out to the website. What is your purpose for including this website in your curated list of learning resources (What do you hope NPS employees will learn or gain from reviewing this resource)?
- **What you'll find:**
 - H3 Header style
 - Content following header: Deep links to key navigation points/resources of the website.
- **Reflection:**
 - H3 Style
 - Ask some follow up questions, leave the user with a statement to think about, or link them to a related group in The Commons in which they can further discuss the Knowledge Park resource with experts and fellow learners.